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TO: Economic Support Supervisors  
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W-2 Agencies  
Workforce Development Boards  
Job Center Leads and Managers

FROM: Amy Mendel-Clemens  
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Section  
Bureau of Eligibility Management  
Division of Health Care Financing

**BEM/DWS OPERATIONS MEMO**

No: 05-47

DATE: 11/15/ 2005

FS	<input type="checkbox"/>	MA	<input type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input checked="" type="checkbox"/>	W-2	<input type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>	RAP	<input type="checkbox"/>
WIA	<input type="checkbox"/>	Other	EP	<input type="checkbox"/>	★

**PRIORITY: HIGH**

SUBJECT: Updates to Child Care Statewide Administration on the Web (CSAW)

**CROSS REFERENCE:** Operations Memo's 05-42, 05-29,  
Day Care Manual, Chapter 3

**EFFECTIVE DATE:** NOVEMBER 21, 2005

**PURPOSE**

The purpose of this memo is to describe new automation features in the Child Care Statewide Administration on the Web (CSAW):

- New rate type called "Other "
- New error message when authorizing to school age children
- New CSAW Page called the Parent Education Tracking page
- New functionality to automatically transfer authorizations from one provider location to another
- New security access to allow retro authorization and retro attendance entry with no limit
- Fix to Child Care (CC) Six-Month Report Form (SMRF) problem
- Holiday check/EFT issuance schedule and 1099 mailing date

## **BACKGROUND**

Some updates have been made to CSAW in order to improve accuracy of authorization amounts. Those updates include the use of the "Other" rate type and enforcement of use of the Before/After School rate type through a new edit.

Local agencies have requested a screen to track the 24 month education limit for several years. The new Parent Education Tracking page has been developed for this purpose.

With the development of the Child Care Provider Certification (CCPC) system and the CLIC interface with CSAW, a new location number in CSAW is created when the provider moves to a new address.

Provider location numbers can also change when a provider is bought out and the Tax ID number changes. In an effort to reduce the workload associated with transferring authorizations from one provider location to another, we have created and automated process.

CSAW currently limits a retro authorization to no more than 3 months in the past. Local agencies have identified times when authorizations need to be entered further in the past. Those reasons include losing a fair hearing and needing to authorize in the past or agency delay in timely processing of authorizations. Currently, local agency staff must manually authorize when a retro authorization is needed for more than 3 months in the past. A new security privilege of Retro Authorization has been created to reduce workload, error, and eliminate the need to manually authorize.

The Child Care Provider Information (CCPI) system currently limits attendance entry to no more than 6 months in the past. Local agencies have identified times when attendance needs to be entered further in the past than 6 months. Those reasons include the provider not reporting attendance timely and there is a valid reason, loss of a fair hearing that requires payment be made for a period of time greater than 6 months in the past, or agency delay in not entering attendance timely. Currently, local agency staff must manually make payment when the attendance can't be entered under these circumstances. A new security privilege of Retro Attendance has been created to reduce the workload, error, and eliminate the need to manually authorize.

There has been a problem with how the Six-Month Report (SMRF) date for Child Care (CC) was set when the worker did a face-to-face (FTF) review that did not count for FoodShare (FS). The date that was displayed on the CSAW New Authorization page was set to the most recent past FS SMRF date in some scenarios and as a result an authorization could not be entered. This problem has been fixed.

Due to the dates of the upcoming holidays, the issuance dates will be modified. The date the 1099s will be issued has also been scheduled. All of these will be communicated to providers through an announcement on CCPI.

## **NEW CSAW AUTOMATION**

### **THE "OTHER" RATE TYPE**

#### **When to use the Other Rate Type**

There are instances when CSAW calculates a higher authorization amount than the amount the provider is actually charging the family. Those instances include:

- The parent works for the provider and receives an employee discount

- The child is in a shared custody arrangement and each parent must pay a portion of the cost of the child's slot
- The child support agreement requires the parent not receiving the child care subsidy to pay a portion of the child care cost and therefore the subsidy should pay less for the subsidized parent
- Any other reason why the amount the provider charges to the parent is less than their normal provider price that is used by CSAW to calculate the authorization

**NOTE ➤** Do not use the Other rate type when the provider allows a discount for sibling care. The Other rate type calculation is manual and would be workload intensive and error prone to use for a large volume of cases/authorizations. Also, sibling discounts tend to be minor compared to the reasons for reduced provider prices listed above. Authorizations for siblings should continue to be entered under the current process which does not allow for the sibling discount.

Effective November 21, 2005, workers will have the option of using the Other rate type. Workers will be able to authorize based on enrollment to children in shared custody if the need for care is consistent from week to week. Provider's will still need to enter the child's attendance accurately to each parent's authorization, but now it will be less likely that the combined subsidy payment amount for each parent will be more than the provider's price.

**Example:** A child is in shared custody with both parents and spends Sunday through Tuesday with Mom and Wednesday through Saturday with Dad. Both Mom and Dad are eligible for child care subsidy and use the same provider. Mom needs 20 hours of care per week and Dad needs 30 hours of care per week and the hours do not vary. Currently, the worker would authorize on attendance for both parents and CSAW would pay nearly two fulltime slots (one for each parent). Now, the worker can authorize on enrollment. The provider price is \$100 per week which is lower than the maximum agency rate. The worker can prorate the provider price for each parent and deduct the copay using the appropriate manual worksheet. Mom's authorization amount would be \$40 minus the copay and Dad's authorization would be \$60 minus the copay. The authorization amounts would be entered into CSAW using the Other rate type.

### **The Other Rate Type is Manually Calculated**

The authorization amount must be manually calculated when the Other rate type is selected. This is similar to manually calculating the authorization amount for in-home certified providers or a higher rate for special needs children. The authorization amount must be calculated using the appropriate worksheet for the type of provider and authorization. Use of the worksheet will help to ensure that the correct authorization amount is calculated based on the beginning provider price and the deduction of the copay amount. The worksheet must be kept in the paper file. The worksheets can be found the DWD Internet Forms Repository:

[DES-11562](#) Child Care Payment Worksheet for Enrollment Based Payments to Licensed Child Care Providers

[DES-11561](#) Child Care Payment Worksheet for Attendance Based Payments to Licensed Child Care Providers

[DES-11560](#) Child Care Payment Worksheet for Certified and Accredited Certified Child Care Providers

[DES-11559](#) Child Care Payment Worksheet for Accredited Licensed Child Care Providers

There are future plans to automate the manual worksheets so that workers would enter minimal data into the worksheet (beginning authorization amount and copay type) and CSAW would calculate the authorization amount based on the entered data and store the worksheet in history.

**How to Enter an Authorization Using the Other Rate Type**

The Other rate type can be used for both licensed and certified child care. In order to use the Other rate type, select "Other" from the Rate Type drop down field on the New Authorizations page in CSAW. The authorization amount, that has been manually calculated, must be entered into the Amount field.

The purpose of the Other rate type is to pay less than the provider price or the maximum agency rate. Therefore there are several error messages that will be displayed if:

- The hourly authorization amount exceeds the agency hourly rate
- The hourly authorization amount multiplied by the number of hours authorized exceeds the maximum agency weekly rate (for certified providers it would be the licensed family maximum agency weekly rate) or the provider's price (whichever is less)
- The weekly authorization amount exceeds the maximum agency weekly rate or the provider's price (whichever is less)

If the worker receives the error message for one of these reasons, the worker will need to determine if an error was made in the manual calculation and make the necessary adjustments or if the authorization should be calculated by CSAW using the provider's price or maximum agency weekly ceiling (whichever is less).

**How School Closed Hours and Override Hours Will be Paid when the Other Rate Type is Used**

The calculation for school closed hours and override hours when the Other rate type is used is similar to how the school closed hours and override hours are calculated when in-home certified child care rates or special needs rates are used to authorize.

When school closed hours are entered:

1. CSAW will calculate the payment amount for the regular attendance hours based on the authorization amount
2. CSAW will calculate the payment amount for the school closed attendance hours by multiplying the authorized hourly rate by the number of school closed hours entered
3. if the authorized rate is weekly, the weekly rate is divided by the number of hours authorized to establish a hourly rate which is then multiplied by the school closed attendance hours to establish the payment amount for school closed attendance hours.
4. the payment amounts for the regular and school closed hours are added and the sum is capped at the maximum agency weekly rate (for certified providers it would be the licensed family maximum agency weekly rate) or the provider's price (whichever is less)

**When override hours are entered**

The same process as described above to calculate the regular and school closed hours in steps 1 - 3 is used to calculate the regular and override hours. The difference in the payment process is in step 4. When an override is completed, the sum of the regular and override hour payment amounts is not capped. The purpose of the override is to pay more than the maximum agency weekly rate or provider price. The worker is able to change the total payment on the Override Payment page in CCPI prior to issuance if needed.

**Provider Category Changes when the Other Rate Type is Used**

If the provider category changes, and authorizations exist to providers that use the Other rate type, the authorization will display the new provider category and the authorization effective begin date that reflects the new category begin date. The authorization amount will not change because it was manually calculated.

**Example:** A provider is provisionally certified and an authorization exists for that provider using the Other rate type. On 10/6/05 the provider category changes to regularly certified. In the weekend batch CSAW will show that the provider category for authorization purposes is regularly certified (REGC) effective 10/9/05. The authorization rate will not change.

**NEW ERROR MESSAGE WHEN AUTHORIZING TO SCHOOL AGE CHILDREN**

Effective November 28, 2005, a new error message will require workers to use the Before/After School rate type when entering authorizations for children 7 years or older for less than 21 hours to licensed (LGRP and LFAM), public school (PSCH), or certified school age (CSAP) providers. For the remainder of this section all of these providers will be referred to as licensed.

***If a Before/After school rate type does not exist for a licensed provider, a school age child should not be authorized to that provider for before/after school hours. The Before/After school rate must be used when authorizing a child 7 years or older to a licensed provider for fewer than 21 hours of care regardless if that care is before/after school, 2<sup>nd</sup> or 3rd shift, or weekend care.***

The new error message enforces the use of the Before/After School rate type for children 7 years and older who are authorized for less than 21 hours of care but workers have discretion to use the Before/After School rate type whenever it is appropriate including:

- Children less than 7 years of age (but at least 4 years of age) who need care for less than 21 hours per week for before/after school care. This could be possible for children who are involved in all day kindergarten and need less than 21 hours of care per week. Workers must manually set the school age indicator for 4 year old children in order to use the Before/After School rate type.
- Children at least 4 years of age who need 21 or more hours of care, but the care is considered to be at the provider's before/after school price.

**Remember➤** CSAW requires the Regular rate type to be used for zero hour authorizations. This allows the system to pay up to the provider price or the maximum agency weekly rate for when school is closed and fulltime care is needed.

**Example:** A mother works every other weekend and needs an authorization for 15 hours for her 9 year old child. The provider is licensed family. The authorization is entered for 15 hours based on attendance and the Before/After School rate is used.

**Example:** A 5 year old child is in all day kindergarten. The child needs day care for before and after school for 18 hours per week. The provider is licensed. The authorization is entered into CSAW using the Before/After School rate type because the care is for before and after school and the provider is charging their before/after school rates.

**Example:** A 10 year old child needs 24 hour of care per week. Monday through Friday he needs 1 hour of care in the morning before school and 3 hours of care in the afternoon after school. One night a week his Mom needs to work to close and he is in care 4 more hours. The licensed family provider charges a before /after school price. The authorization is entered into CSAW using the Before/After School rate type.

24 MONTH PARENT EDUCATION TRACKING

Effective November 21, 2005, there will be a new page in CSAW that allows the worker to track each adult's 24 month limit of authorization for the purposes of education. Each parent can have 24 months of authorization for the purposes of obtaining a high school diploma (or equivalency) and another 24 month limit of authorization for post secondary education.

The Parent Education Tracking page is located in the Authorization Management module and can be accessed by selecting the Parent Education Tracking link from the Authorization Management Menu. The Search for an individual page will be displayed. Search for the parent using the first and last name, SSN, case number, or PIN. From the Search Results, select the link to the PIN of the individual you wish to view/update. The Parent Education Tracking page will be displayed for that individual.

The From and To fields must be entered. The worker has the option to check whether the school schedule is on file or to add comments. CSAW will calculate the Number of Months field based on the From/To dates entered by calculating the number of days in the entered time period and dividing by 30. If there is a second decimal point, CSAW rounds the first decimal point up.

**Example:** The From date is 8/14 and the To date is 12/13. The total number of days during that time period is 121. 121 divided by 30 equals 4.03. CSAW rounds 4.03 up to 4.1.

The Number of Months remaining field is calculated by CSAW and the number displayed is the number of months left in the 24 month limit to authorize for an education activity. It is calculated by adding the values in the Number of Months field and subtracting from 24 months.

A warning message will appear when the worker has entered a From/To period of time that will exceed the 24 month limit. The worker can continue the entry by selecting the Update button or change the entry. The system will not prevent authorizations from being entered for education when the 24 month limit has been used. Nor, will the system prevent more than 24 months of education from being entered on this tracking page. This page is for information and tracking only.

Workers can delete or modify entries on this page at any time. To delete data entered on the page, use the delete key on the keyboard. In order to make a modification, type over the entry. There is no history on this page. Workers will not be able to view previous deletions made to this page. The page will display with the most recent updates/deletions/modifications.

An error message will appear on this page for the following reason:

- The From and/or To date is not entered.
- The To date is prior to the From date.
- The course period overlaps with another course period in the same section (post secondary or high school).
- The individual selected is not an eligible adult in the CC assistance group for the period of time entered.
- The Comment text exceeds 150 characters.

The screenshot shows the CSAW (Child Care Statewide Administration on the Web) interface. The top navigation bar includes links for Provider Management, Authorization Management, Issuance Management, Report Management, and Announcements. The main content area is titled "Parent Education Tracking" and displays details for a child named Tia Maria (DOB: 05/14/1972, PIN: 7100672350, SSN: --).

**Post Secondary Education Tracking**

Number of Months Remaining: 18.0

From	To	Number of Months	School Schedule on File	Comments
8/14/2001	12/13/2001	4.1	<input type="checkbox"/>	Fall Semester 2001. Individual Is Going To School To Be Nurse. This Is Her First Semester. She Thinks It Will Take Her 5 Years 150 of 150 characters.
2/14/2002	4/10/2002	1.9	<input checked="" type="checkbox"/>	Student Dropped Out On 4/10. Did Not Finish The Semester Schedule To End 5/14. 79 of 150 characters.
			<input type="checkbox"/>	0 of 150 characters.

**High School Education Tracking**

Number of Months Remaining: 14.2

From	To	Number of Months	School Schedule on File	Comments
8/24/2000	6/12/2001	9.8	<input type="checkbox"/>	Completing Ged At Tech School. 30 of 150 characters.
			<input type="checkbox"/>	0 of 150 characters.

Update >

### AUTOMATION TO MOVE AUTHORIZATIONS FROM ONE PROVIDER LOCATION TO ANOTHER

Sometimes there is a need to transfer authorizations from one provider location to another. This need can occur when a provider has moved from one address to another or if a day care center is bought out. Under these circumstances, workers have had to end authorizations to one provider location and enter new authorizations to the new provider location. This can be workload intensive.

When this situation occurs, workers can contact Child Care Section (CCS) staff by email and request that authorizations be transferred from one provider location to another. Contact Pirkko Zweifel at [pirkko.zweifel@dwd.state.wi.us](mailto:pirkko.zweifel@dwd.state.wi.us) or Rebecca Brueggeman at [rebecca.brueggeman@dwd.state.wi.us](mailto:rebecca.brueggeman@dwd.state.wi.us) to request authorizations be transferred.

The request must include the:

- current provider number and location
- new provider number and location
- effective date of authorizations at the new provider location
- cases whose authorizations should not be transferred – if any

Local agency staff should request the automated transfer of authorizations only when the process would involve 7 or more children.

CSS staff will notify the local agency worker who requested the transfer when the transfer has been completed.

Authorizations will not be able to be transferred from one provider location to another if the:

- licensed provider does not have rates for the child's age
- certified provider is not allowed to care for the child's age
- provider does not have a valid category for the authorization dates
- provider location is an invalid location and can't be authorized
- provider location is suspended and can't be authorized

This processing is available upon request now.

#### NEW SECURITY ACCESS TO ENTER RETRO AUTHORIZATION AND ATTENDANCE

There is an edit in CSAW that does not allow workers to enter authorizations more than 3 months in the past. There is also an edit in CCPI that does not allow workers to enter attendance more than 6 months in the past.

There may be times when there is a valid reason to enter authorizations or attendance further back than the current edits allow. These instances should be few in number and related to a fair hearing decision that requires the agency to make authorization or payment, agency delay where the authorization or attendance was not entered timely or extreme circumstances as to why the provider was unable to timely submit attendance. Agencies have had to manually issue authorizations or payment when these circumstances arose. This process is workload intensive and error prone.

New security profiles have been developed so that select workers can have access to enter retro authorizations or retro attendance with no time limits. Security access to these profiles will be limited to one worker per agency. Agency staff that need this new security access should email their request to Rebecca Brueggeman at [rebecca.brueggeman@dwd.state.wi.us](mailto:rebecca.brueggeman@dwd.state.wi.us). The request should identify if retro authorization and/or retro attendance security access is needed and include the worker's name and User ID for CSAW/CCPI.

Local agencies can request this new security now.

#### CHILD CARE SMRF

A problem has been identified with the CC SMRF process. When the worker indicates that the review is FTF but it does **not** count for FS, the CC SMRF/review date synchs up to the **current** FS SMRF/review dates. If the FS SMRF date is in the past, it displays on the New Authorization page in CSAW and prevents the authorization worker from entering current/future authorizations.

This problem will be fixed effective November 21, 2005. The fix involves showing that the CC SMRF is not required for the past FS SMRF. The ANIR and CARES Worker Web will display NCS (No CC SMRF) for CC for the last FS SMRF.

If the worker manages both CC and FS, they should be indicating that the FTF review **does count** for FS. When the review is confirmed, the next review for both CC and FS will be scheduled for 12 months in the future, with a SMRF scheduled 6 months in the future.

If the worker indicates that the FTF review does **not** count for FS, the next CC SMRF/review will be synched up with the existing FS SMRF/review. This will not reduce workload as the worker will need to process a SMRF in less than 6 months and a FTF review in less than 12 months. This is also poor customer service because it requires the family to complete the SMRF and review more often in a 12 month span of time than is necessary.



HOLIDAY CHECK/EFT ISSUANCE SCHEDULE AND 1099 MAILING DATE

The issuance cycle and check/EFT processing dates in December 2005 fall on state holidays. The issuance cycle which would normally be run on December 24th and 31st, will not run on those days, but will run a day earlier on December 23rd and 30th in the evening.

CCPI will also not be available on December 24 and 31, so providers must enter attendance by 5PM Friday December 23<sup>rd</sup> in order to receive issuance the following week. The CARES Online Availability Calendar displays this information.

Checks and EFTs would normally be processed on December 26 and January 2. These dates are also state holidays so checks and EFTs will not be processed until a day later on December 27th and January 3rd. This means that checks will be mailed on December 27 and January 3; EFTs will be deposited December 28 and January 4.

1099s must be mailed by January 31, 2006 to providers who have been identified as non-corporations and who have received more than \$600 during calendar year 2005. DWD Bureau of Finance does plan on mailing the 1099s prior to the last day of January. We will post an announcement on CCPI and CSAW when the 1099s have been mailed. Providers should contact the DWD Bureau of Finance at 608-266-8700 and leave a message if they do not receive a 1099 and believe they should have or if they have questions regarding their 1099.

We will communicate these issuance and 1099 dates to providers with an announcement in CCPI.

**CONTACTS**

BEM CARES Information & Problem Resolution Center